

Town Hall Meeting

Lt. Col. John G. Romero, Chievres Garrison Commander and USAG Benelux staff and organizations hosted a town hall meeting recently to give the community a brief update on support and services and to identify issues the command will try to resolve. The following are some of the concerns expressed by the community:

Question: Will there be rooms for people with pets at the new lodging facility?

- **Response: The Moral, Welfare and Recreation kennel will be used for pets. There will be no pets allowed in the new lodge.**

Question: Is the new commissary going to be connected to the PX?

- **Response: The Director of Public Works answered this question - Yes it will be connected by breezeway between the two structures.**

Question: Why does Andrews Credit Union hold personal checks for 8 business days?

- **Response: The Credit Union representative said that is their standard hold policy permissible by the Funds Availability Act.**

Question: Will an ATM machine be installed at Daumerie Caserne?

- **Response: Not at this time. The main focus is installing a machine in the commissary. Once that is complete the credit union will review the options for Daumerie Caserne**

Question: Why does the ATM on Chievres Air Base give you a maximum of 300 euro?

- **Response: The Credit Union representative said that is the maximum amount set by the bank.**

Question: Where does the commissary purchase their chicken?

- **Response: All chicken comes from France. USDA inspected and approved.**

Question: We live in government leased housing. When can we expect to get our storage sheds repaired?

- **Response: We are very much aware that the sheds need repair and replacement. We are working on getting funds. Also, where possible, make repairs through the self-help process. The situation is not easily solved since the sheds should be maintained by the owners of the quarters being leased to military personnel.**

Question: We left a message with one of the doctors at SHAPE Healthcare Facility and the doctor never got back to us. In fact, we saw the doctor a few

days later and he told us he was on leave. Doesn't someone need to tell us that the doctor is out of the office or on leave?

- Response: That is not supposed to happen. You should have been advised that the doctor is out of the office or on leave. We will look into the process, I'm sorry that should never happen.

Question: Can we get the hours of the PX and commissary changed to accommodate personnel working at SHAPE?

- Response: The hours are always being reviewed by both the commissary and PX. They both review their hours of operation to better accommodate their customers. In fact, the PX has been opened on Mondays, as a test – to better serve their customers.